



Iowa Department of Human Services

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INFORMATIONAL LETTER NO.1601

DATE: January 8, 2016

TO: Iowa Medicaid Behavioral Health, Integrated Health Homes (IHH), Home and Community Based Services (HCBS) Waiver and Habilitation Providers, Targeted Case Managers, Case Managers, and Service Workers.

FROM: Iowa Department of Human Services (DHS), Iowa Medicaid Enterprise (IME)

RE: Habilitation Incident Reporting Process

EFFECTIVE: Immediately

The IA Health Link managed care program will begin on March 1, 2016, instead of January 1, 2016, pending federal approval. This letter provides direction to HCBS Habilitation service providers, IHH and case managers for the submission of major (critical) incident reports previously submitted to Magellan of Iowa.

The Iowa Plan ended December 31, 2015. For dates of service on or after January 1, 2016, the IME will be responsible for coverage of Medicaid funded mental health and substance abuse services previously paid through Magellan until the launch of the IA Health Link on March 1, 2016. [Please refer to Informational Letter 1597¹](#) for further information.

Effective January 1, 2016, HCBS Habilitation providers, IHH and Case Managers will be required to submit all major (Critical) Incident reports previously submitted to Magellan of Iowa to the IME upon discovery of the incident. Major Incident reports that must be submitted are defined in the Iowa Administrative Code 441-77.25(3). Please note that major incidents are the only reports that must be submitted to the IME at this time. All other provider reports submitted to Magellan of Iowa should be completed and maintained by the service provider and included as part of the provider quality oversight activities.

The Iowa Medicaid [Critical Incident Report²](#) is found on the [DHS website³](#). Providers may complete the form and send it via email (preferred) to hcbsir@dhs.state.ia.us by clicking **Submit** on the bottom of the form. When emailing the incident report please include "HAB IR" in the subject line. When email is not available, providers may fax the form to the IME at 515-725-3536.

HCBS waiver service providers, targeted case managers, service workers and IHH and case managers will continue to submit all major incidents to the IME via the Iowa Medicaid Provider Access (IMPA) system as previously required by IAC 441-Chapter 77.

Questions regarding Habilitation major (critical) incident reporting should be directed to hcbsir@dhs.state.ia.us.

¹ https://dhs.iowa.gov/sites/default/files/1597_BehavioralHealth_and_SubstanceAbuseServices.pdf

² https://dhs.iowa.gov/sites/default/files/470-4698_1.pdf

³ <http://dhs.iowa.gov/ime/providers/forms>